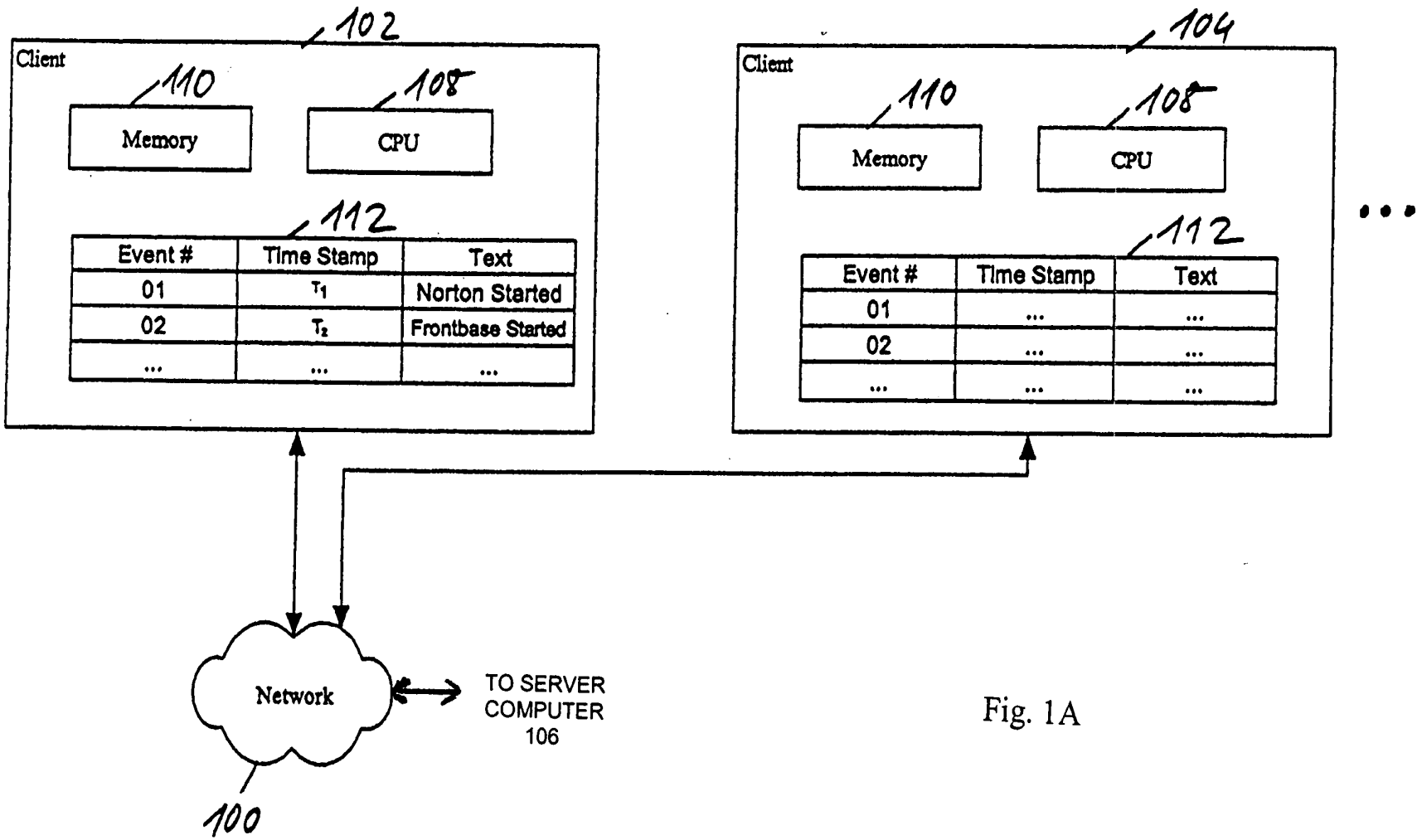
102
Client
110
Memory
108
CPU
112
Event # | Time Stamp | Text
01 | T1 | Norton Started
02 | T2 | Frontbase Started
... | ... | ...
104
Client
110
Memory
108
CPU
112
Event # | Time Stamp | Text
01 | ... | ...
02 | ... | ...
... | ... | ...
Network
TO SERVER COMPUTER 106
100

Fig. 1A

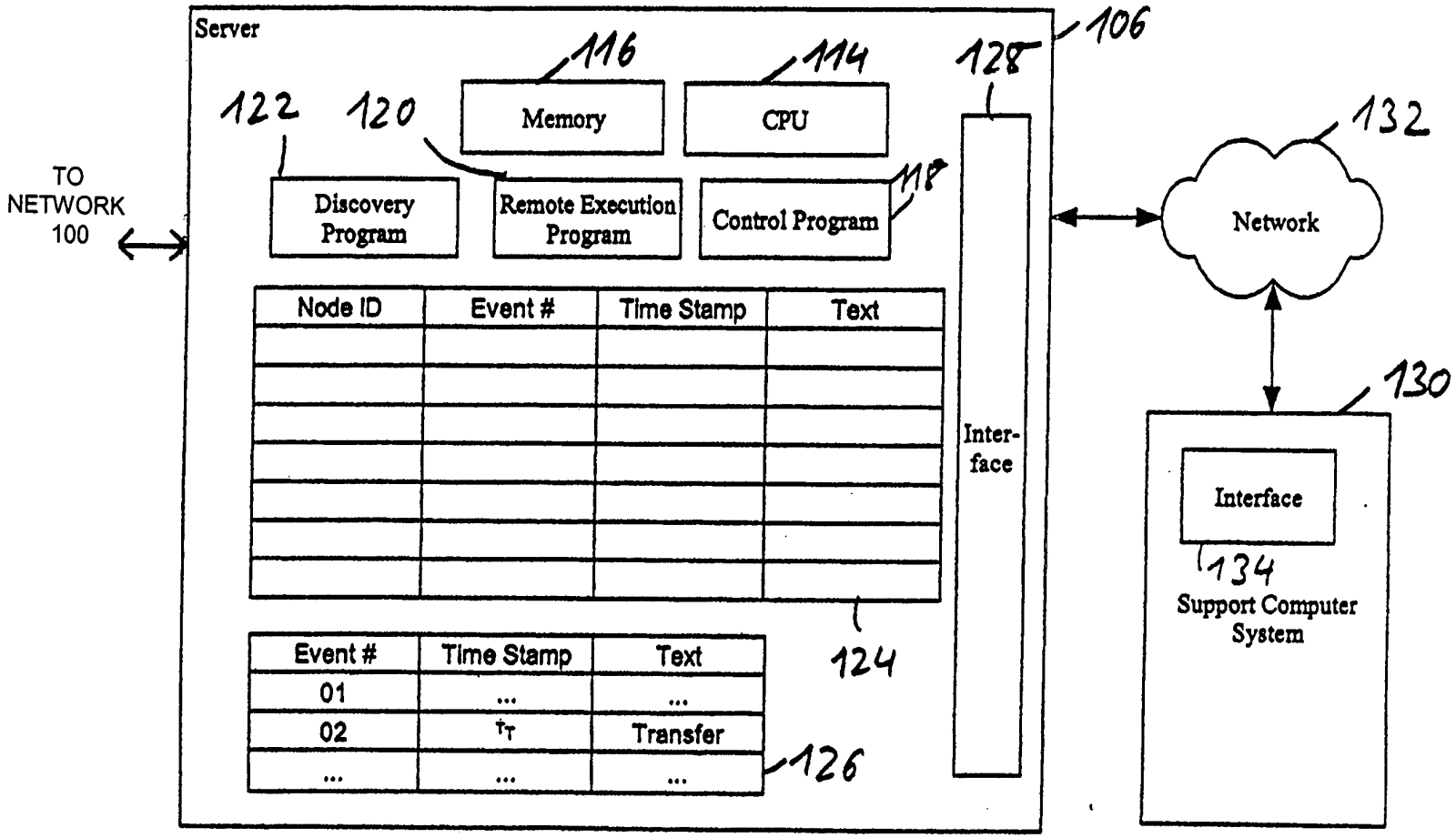
Server
106
116
114
128
122
120
Memory
CPU
132
TO
NETWORK
100
Discovery
Program
Remote Execution
Program
Control Program
118
Network
Node ID
Event #
Time Stamp
Text
Inter-
face
130
Interface
134
Support Computer
System
124
Event #
Time Stamp
Text
01
...
...
02
t_T
Transfer
...
...
...
126

Fig. 1B

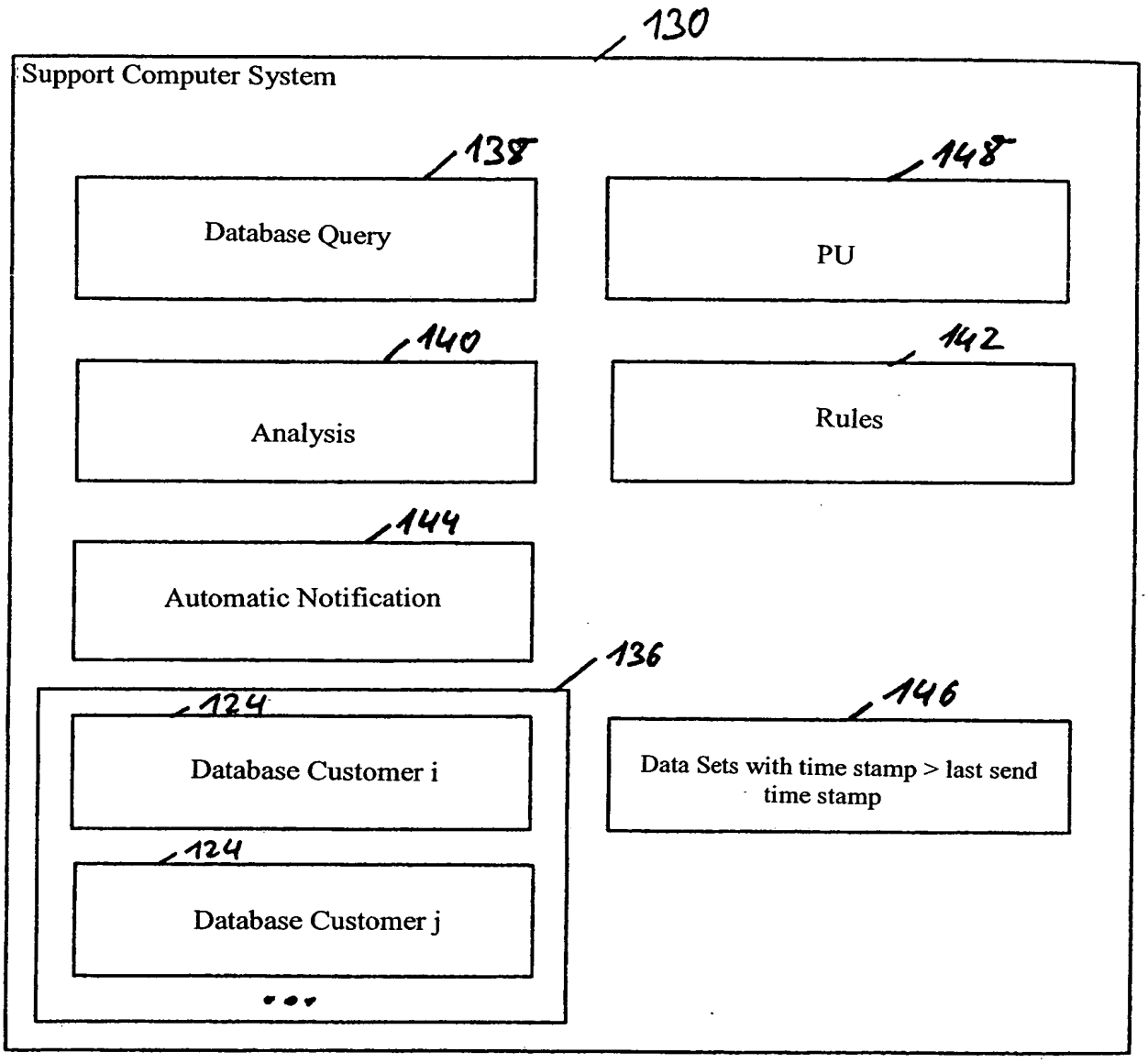
130
Support Computer System
138
Database Query
148
PU
140
Analysis
142
Rules
144
Automatic Notification
136
124
Database Customer i
146
Data Sets with time stamp > last send time stamp
124
Database Customer j

Fig. 2

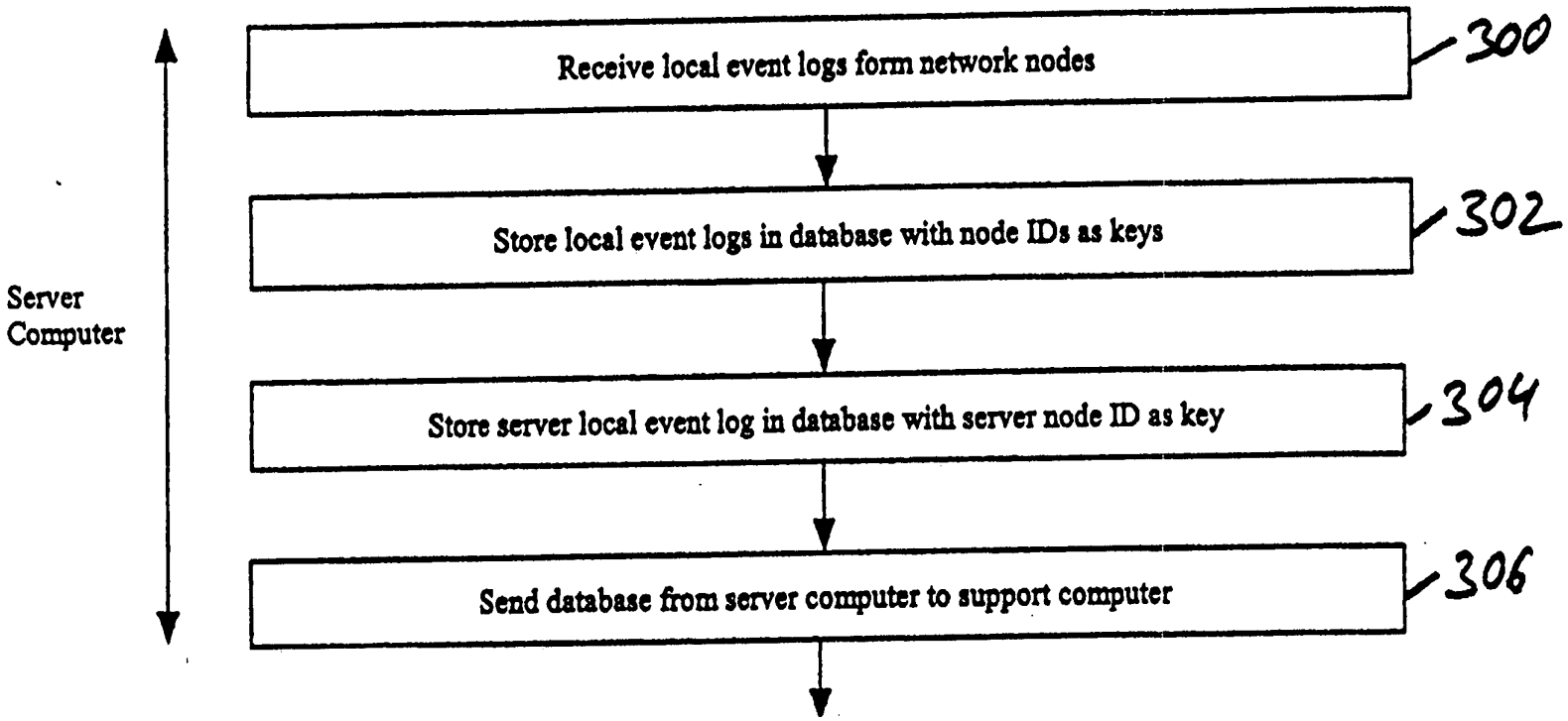
Server Computer
Receive local event logs form network nodes
300
Store local event logs in database with node IDs as keys
302
Store server local event log in database with server node ID as key
304
Send database from server computer to support computer
306
TO STEP 308

FIG. 3A

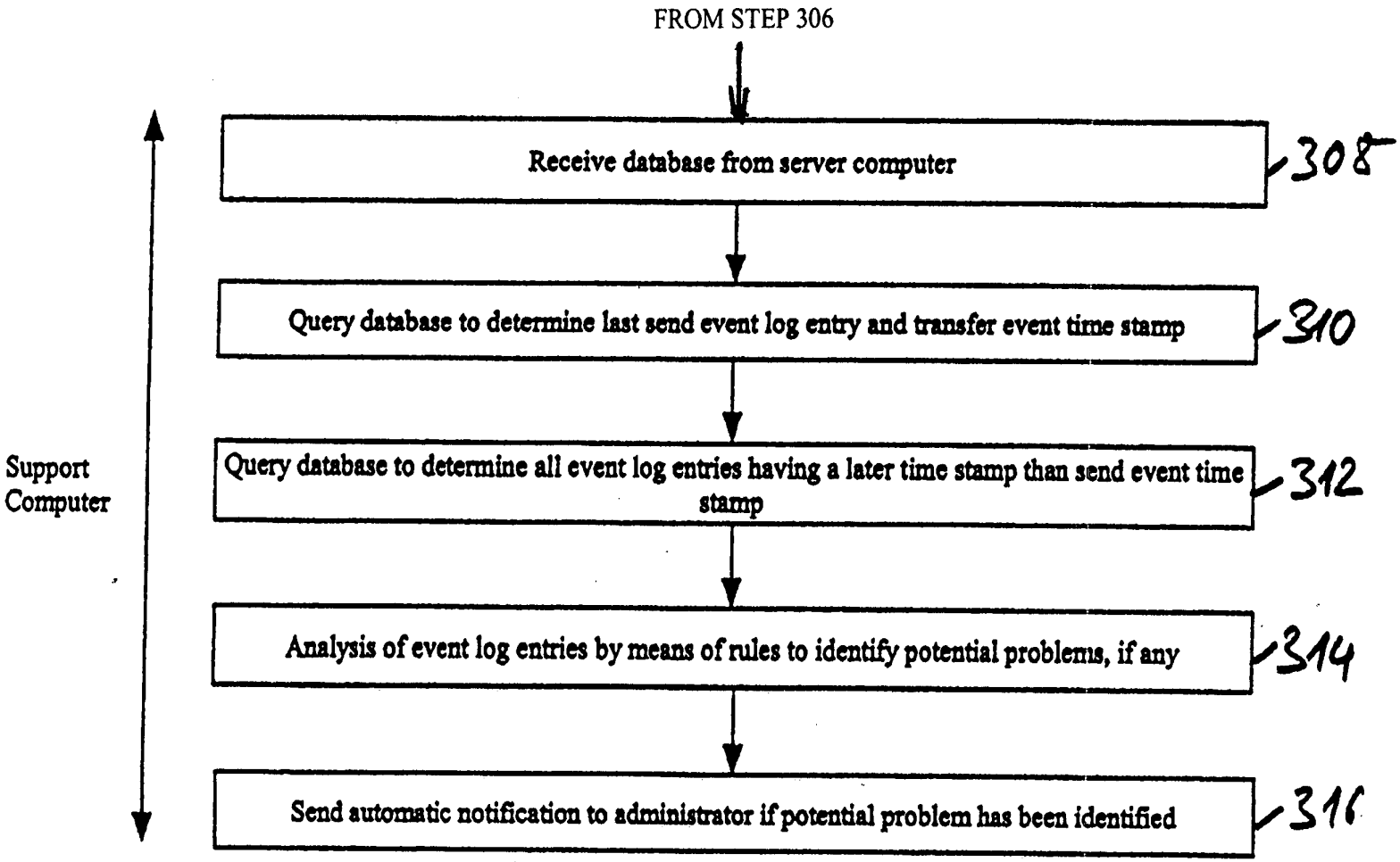
FROM STEP 306
Support Computer
Receive database from server computer
308
Query database to determine last send event log entry and transfer event time stamp
310
Query database to determine all event log entries having a later time stamp than send event time stamp
312
Analysis of event log entries by means of rules to identify potential problems, if any
314
Send automatic notification to administrator if potential problem has been identified
316

FIG. 3B

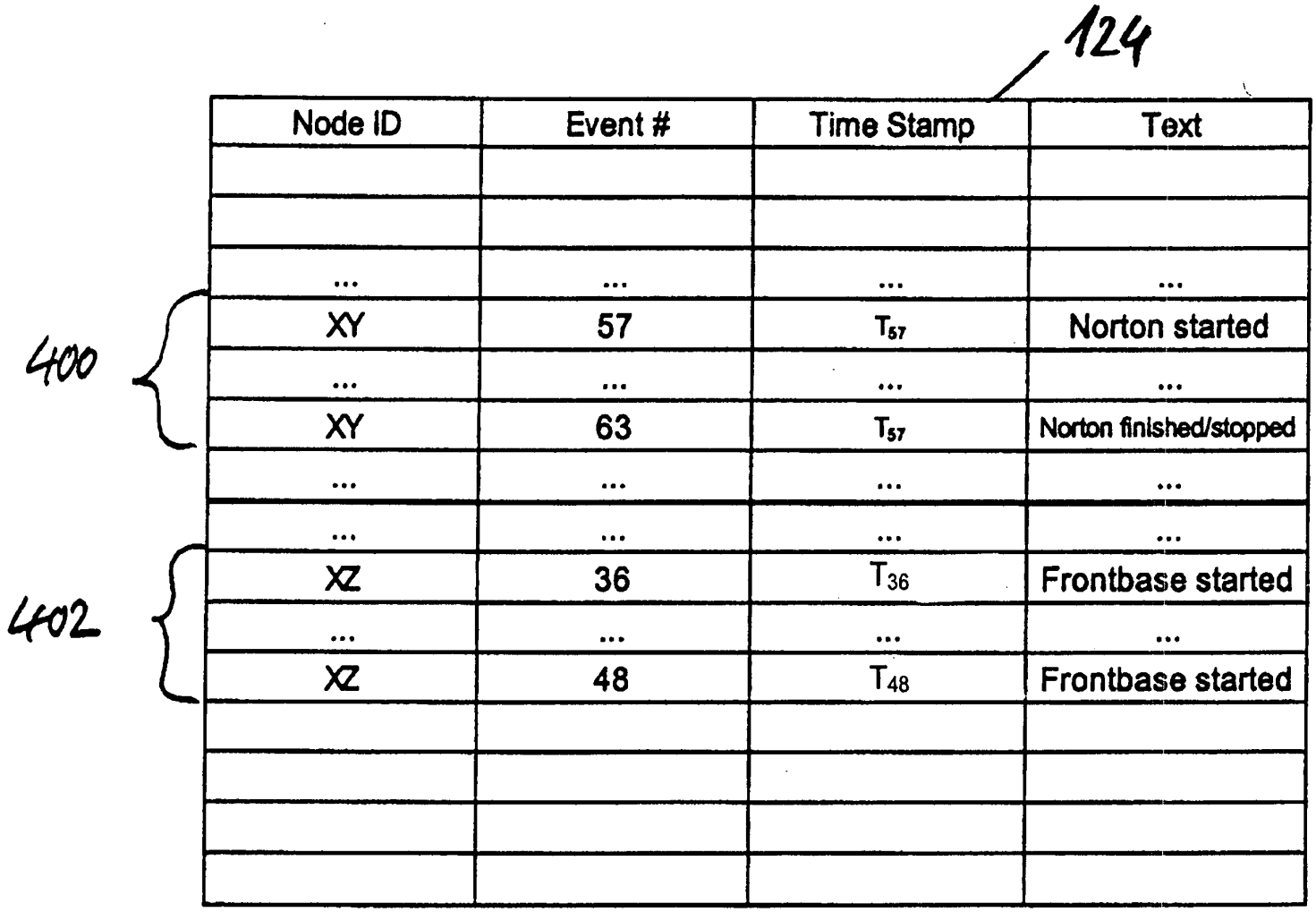
124
Node ID
Event #
Time Stamp
Text
...
XY
57
T_{57}
Norton started
...
XY
63
T_{57}
Norton finished/stopped
XZ
36
T_{36}
Frontbase started
XZ
48
T_{48}
Frontbase started
400
402

Fig. 4